Service:	**Change-of-Address Service**

Service Line: Data Center Services

Status: In production

General Description: A state agency provides a name and address file to the service using FTP to transfer the file to a server located in the Data Center. The agency's constituent names and addresses are matched to the U.S. Postal Service national change-of-address (NCOA) file. Four outputs are automatically returned to the agency:
- A file that contains the agency-provided name and address, the USPS standardization of the address, and the matched new address
- A file of both matched and unmatched constituent names and addresses
- Processing summary
- USPS report that documents the address cleansing and updating and is typically used to provide proof of cleansing/updating when obtaining postal discounts.

Service Level Targets: Less than 24 hours turnaround on any submitted production request

Availability:
- Any state entity may use the service. It is offered statewide.
- The service is available seven days a week, 24 hours a day, except when down for updating and backup. None of these activities should affect the service level target, since each activity typically takes less than an hour to complete.

Limitations:
- Only one customer job can be processed at a time; however, anticipated throughput is 1 million name and address records per hour.
- The agency is only licensed for its mailings and cannot use the license to process mailings for other agencies.

Prerequisites:
- The customer must develop the job that extracts data from the customer's constituent name and address database and position that extract file, along with a trigger file, on a specified shared drive.
- The customer must develop a job that reads the output files and updates the customer's constituent name and address file, per the customer's business rules for updating.
- The customer must be able to FTP its input and trigger files to a shared directory and retrieve its output files from a shared directory.

GTA Service Catalog Template-Ver 2 Rev.4-06-05

Pricing / Charges: The annual service charge for fiscal year 2006 and 2007 is 0.2% of the customer's total annual mailing cost, with a minimum charge of $200 per month for unlimited usage. A customer's rate in any given year will be based on the customer's mailing costs from the previous fiscal year. This rate should also be used for FY 2008 budgeting for this service. The customer will be billed monthly for this service.

Service Components or Product Features Included in Base Price:
- Standardizing the address per USPS standards
- Matching the name/address to the NCOA file
- Producing corresponding output files

Options Available for an Additional Charge: None

Service Components or Product Features Not Included: This service does not provide address sorting for optimal postage cost or geo-codes showing address geo-spatial locations.

What GTA Provides:
- Application server
- Shared file server
- Connectivity to the shared file server
- Software (Dispatcher Plus, VeriMove, batch script files)
- Current NCOA file

What the Customer Provides:
- Input file and the trigger file
- Placement (by FTP) of the files on the shared drive in the GTA Data Center
- Retrieval of the output files from the shared drive

Service Support: Problems or issues with the service should be reported to the GTA Command Center at 404-656-7378 or CommandCenter@gta.ga.gov

Benefits / Advantages: Reduces mailings to incorrect constituent addresses. Reduces costs associated with returned mailings and administration of repeat mailings.

How to Start this Service: Current customers may contact their GTA Account Manager; non-GTA customers may contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@ga.gov or 404-651-6964 to be put in touch with their GTA Account Manager.

Related Services and Products: N/A

Other Information: N/A

Terms and Definitions:

Address Standardization - the process of conforming an address to USPS standards, including adding the ZIP+4 numbers.

Delivery Point Verification - a process of confirming that an address can physically receive mail.

Customer Input File - a file of constituent names and addresses, in a mutually agreed upon record layout.

Customer Output Files - the data that is generated by the change-of-address service processing.

Customer Trigger File - a .txt file (content of which is superfluous); used to trigger the change-of-address service to process the customer input file.

DispatcherPlus - makes unattended processing possible. In the Change-of-Address Service, Dispatcher Plus works in Windows' background, regularly scanning the customer's file server directory for the trigger file and then automatically executing a batch job that will edit the file and call VeriMove to complete the Change of Address processing.

FTP - File Transfer Protocol – a means of moving an electronic file from one location to another.

NCOA - National Change of Address – a file created by the USPS based on persons or businesses submitting change of address forms to the USPS.

USPS - U.S. Postal Service

VeriMove - a software product by Group 1 Software that matches NCOA data against a constituent's name and mailing address.